



Customer Support Representative (CSR)

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Policy / Procedures / Field Support

DFAS Navy MilPay Ops/CL

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Why The CSR Concept



- To provide accountability to the client for delivery of service for a business line
- To collaborate on client relationship expansion and service excellence
- To deliver service to the client and customers

Background



- Opportunity to improve our focus for DFAS Navy MilPay Ops interface and interaction
- CNO / CINCs / TYCOMs / CNET / NSCS / NAVSUP / PSAs / PSDs / FEGs / FSDs / ATGs / afloat units
- Improve management interface at operational level between Navy and MilPay Ops

Background



- Provide Navy with current information on DFAS developments (TSP, BAS reform, CSB, etc.)
- Provide DFAS with current information on Navy developments (ASDOF, Navy Cash, BAS reform, etc.)

Proposal



- Establish consistent, designated points-of-contact for Navy major claimants
 - CNO (N-1 / N-4)
 - CINCs / NPC
 - TYCOMS / PSAs

Features



- Navy / MilPay Ops jointly identify scope of duties & level of effort for CSR(s)

Features (cont')



- DFAS MilPay Ops provides designated CSR(s)

Value



- Improve communication & coordination for pay matters between Navy and MilPay Ops - CL
- Improve information base and response time to emergent issues (policy, work-arounds, MPAs)

Value (cont'd)



- Improves joint cooperation and coordination (unity of purpose)
- Improves necessary relationships between Navy and DFAS
- Fosters partnership with major claimants

Cost

- If Navy advocates this concept, the cost will be accommodated via various alternatives



**Overview is completed.
Transition to twenty minute
facilitated discussion.**